



Director's Desk

Christina R. Ghaly, M.D.
Director

Congratulations to our amazing nurses of the year and to all nurses and nursing staff across DHS! Your steadfast dedication to our patients is core to who we are and what we do. We could not be the high quality provider that we are without you. So thank you and congratulations on the well-deserved recognition over the past month.

I want to specifically call your attention to this month's Spotlight which highlights our growing Patient and Family Advisory Councils (PFACs) in each of our facilities. We are here to serve our patients and they know best what they want and what they need from us. By making space to listen to their expectations and needs we can be better informed about how to make lasting, meaningful im-

provements in our services and facilities. Please take the time to learn about PFACs in your facility, consider nominating or referring a patient to them, and get engaged with what they recommend to us. I would like to extend gratitude to all those who have had a hand in helping to grow the PFACs!

I also want to recognize those involved with the other articles highlighted here. We may not hear everyday about efforts to standardize lab systems, or support vaccination initiatives, or spread the word about skin cancer, but each project is critical in making our system work and our staff and patients flourish, and that's what counts.

Happy summer to you and your friends and family!

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LA County Celebrates National Nurses Week

By Anna Veerathappa, RN

National Nurses Week is celebrated May 6-12 annually. Los Angeles County honored and recognized over 8,000 Registered Nurses for their passion, dedication, and commitment to excellence on May 9, 2019, at the California Endowment in downtown Los Angeles. Los Angeles County Nurses provide culturally competent care to the diverse residents of the county. As the nation celebrated over four million nurses this year, Los Angeles County was proud to recognize thirteen (13) outstanding nurses from all the Los Angeles County Departments and awarded each nurse with a distinguished plaque. The 2019 Outstanding Nurses of the Year are listed below:

Genevieve Pomes, RN - Department of Public Health
Devin Loi, RN - Department of Mental Health
Yun Son Kim, RN - LA County Fire Department
Lauri A. Parson, RN - LAC+USC Medical Center
Sandra Jaquez, RN - Harbor-UCLA Medical Center
Viridiana Alcalá-Vargas, RN - Olive View-UCLA Medical Center
Sharon Nakamura, RN - Rancho Los Amigos National Rehabilitation Center
Ami Boonjaluksa, RN - Emergency Medical Services
Chwen-Pi Shih, RN - Juvenile Court Health Services
Martha Sotelo, RN - Ambulatory Care Network
Rosemary L. Cortez, RN - Managed Care Services
Charles A. Lipaoen, RN - Correctional Health Services



(Pictured above, left to right: Susan Currin, RN, DHS CNO, Kimberly McKenzie, RN, Harbor-UCLA Medical Center CEO, Nurse of the Year - Sandra Jaquez, RN, Harbor-UCLA Medical Center, Nancy Blake, RN, PhD, Harbor-UCLA Medical Center CNO)

(See 'NURSES' on 2nd page)

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The annual Los Angeles County Nurse Recognition event was held on Thursday, May 9, 2019 with the continuing education conference “4 Million Reasons to Celebrate.” The sessions included Nursing Education through Partnerships, Complex Care Management, Zone Nursing and Reasons to Celebrate Mental Health Nursing. The conference was well attended with over 250 participants at the California Endowment in Los Angeles.

Jackie Clark, MBA, MSN, PHN, Dolores Thompson, NP, RN and Heather Sands, PhD, NP presented “Building Future Leaders in Healthcare by Enhancing Education Through Partnerships.” DHS, in partnership with California State University, Los Angeles, implemented the DHS Accelerated Family Nurse Practitioner Program (FNP). The DHS Accelerated FNP awarded 20 bachelor’s degrees and provided Registered Nurses with an opportunity to pursue a Master’s Degree and a Family Nurse Practitioner license. After completing the program, the graduates will work in Correctional Health for four (4) years.

Debbie Duran, MBA, RN the Chief Nursing Officer (CNO) of the Ambulatory Care Network moderated an engaging presentation on the new Complex Care Management Model and the Empaneled Life Management (ELM) Care Management system. A panel of subject matter experts on complex care management shared their broad scope of responsibilities, challenges and patient success stories. The panel also discussed the great value of the new ELM Care Management electronic health record solution that equipped the DHS Ambulatory Care Nurse Managers to provide higher quality complex care management services to their patients. The panel’s perspective provided a real eye opener in the world of complex care management in ambulatory care nursing.

A team from LAC+USC Medical Center led by Jamenica Reyes, MHA, MSN, RN presented their innovative efforts to en-



hance patient care delivery on two medical-surgical wards through zone nursing. Zone nursing increases the patient-nurse proximity to aid in improving call light response time, teamwork and patient outcomes.

The final speaker was the CNO of the Department of Mental Health, Lu Ann Sanderson, DNP, PMHCNS-BC. She cleverly incorporated her 242+ employees as she discussed the different communication techniques needed to excel in providing mental health services. It was indeed a great way to honor and celebrate the Department of Mental Health nurses.

The LA County Board of Supervisors honored the Los Angeles County Nurses for their professionalism, dedication and commitment to providing exceptional quality care to our patients on Tuesday, May 14, 2019 at the Board meeting. The 13 outstanding nurses from the Department of Health Services, Department of Mental Health, Department of Public Health and the Fire Department received a scroll presented by their respective Supervisor at the Kenneth Hahn Hall of Administration.

On behalf of Los Angeles County residents and the patients we serve, WE SALUTE ALL LOS ANGELES COUNTY NURSES who continue to make a difference every day!

Care Harbor Free Clinic Volunteers Shine at the Pomona Fairplex

By Nina Vassilian, MPH, MCHS

Over 1,100 Los Angeles County residents camped out at the Pomona Fairplex for a chance to get medical services at the Care Harbor event that was held on April 27th and 28th. The massive clinic has become synonymous with Los Angeles’ spirit of volunteerism and the plight of unmet need for medical care in Los Angeles County.

Once inside the Fairplex, there’s little that resembles the privacy and hush of a traditional doctor’s office visit. Lines of doctors, dentists, nurses and optometrists fit dentures, make eyeglasses, and provide breast cancer screening exams with assembly-line precision. Volunteers are motivated to get thousands of people tested, screened, diagnosed and feeling better in just two days.

The event draws uninsured, underinsured and at-risk individuals. Some have waited years to see a doctor or dentist and thereby neglect manageable chronic medical conditions because of the high costs of medical care and prescriptions.

At this most recent event, there were 843 volunteer medical, dental and vision professionals and 1,283 general support volunteers who provided care to 1,151 patients, as follows: 839 medical exams, 683 dental exams and 511 eye exams.

Many people were willing to wait a long time to get care. The diversity is striking; young and old, working and not working persons from all demographic groups attended. The need is there. A preliminary report highlights the race/ethnicity of the



patients seen as follows: 73% Latino, 9% White, 7% African-American, 6% Asian and 5% Other. 293 patients said they had made visits to the Emergency Room (ER) in the previous year. Many had multiple visits.

Care Harbor, is a 501(c)(3) charity that combines the talents and expertise of healthcare professionals, event organizers and a network of volunteer professionals and support organizations. Founded in the fall of 2010 by Bob Minelli, President and CEO, Care Harbor converts arenas and other large venues into working clinics, treating thousands of people in the space of a few days. The events may have 100 dental chairs, 20 vision lanes, 40 primary care and subspecialty exam rooms, a women’s health section, medication dispensary and many other resources.

The Office of the Honorable Second District Supervisor, Mark Ridley-Thomas, has been a sponsor of Care Harbor since its inception, and County Departments, such as DHS, have participated every year. Similar to the previous years, DHS Providers and Healthcare Interpreter Staff participated this year. This year’s interpreters included Kelly Fernandez (Rancho), Cresencio Rodriguez (LAC+USC), Rosa Vazquez (LAC+USC), Eren Winter (LAC+USC), Laura Onofre (Olive View-UCLA), Carmen Arredondo (Rancho), and Maribel Alonso (LAC+USC). They provided vital interpreter services to ensure that patients were able to communicate effectively with their providers. Kudos to all DHS volunteers!

DHS Laboratories Roll-Out First Truly Standardized Instrument Platform

By Mala Nanda, MBA and Holli Mason, MD

The DHS labs recently celebrated a milestone – the completion of an 18-month project resulting in standardization of all aspects of coagulation testing for DHS patients. The labs have traditionally functioned as independent entities rather than one lab in multiple locations. This project set a common goal for the lab enterprise, broke down barriers between sites and set a high benchmark for standardization of all tests in the future.

The Diagnostica Stago instrument is a complete system for the analysis of hemostasis. The laboratories formed a workgroup of subject matter experts representing nine DHS laboratories. Dr. Jay Hudgins of LAC+USC Medical Center took the role of Clinical Lead and Toni Ontiveros (CLS Administrative Coordinator) of Harbor-UCLA Medical Center took the key role of Technical Lead. The team met weekly via Skype to arrive at a consensus on every aspect of the test menu from order screens and reference ranges to comments appended to results. Additionally,



the same reagent lot for prothrombin time was sequestered for all of the DHS labs so that the same international normalizing ratio could be calculated for all, making trending of values for patients who move amongst facilities easier. Standardization and consistency of testing is of tremendous benefit to patients and providers, as test results are seamlessly comparable across the enterprise. The long-term goal of the laboratories is to standardize and integrate all lab functions in this way, using the Stago project as a model.

Numerous individuals contributed to the success of this project. Dawn Burkhardt, head of the Enterprise Application Management Office (EAMO) lab team, functioned as the project manager. Taryn Fox and Brad Richardson spearheaded the technical components of the interface from Cerner. Each facility’s IT teams played a pivotal role. Dr. Holli Mason, Director of Pathology and Clinical labs and Mala Nanda, Director Strategy and Operations, Diagnostic Services gave direction and guidance.

Employee Health Services Influenza Vaccination Award for Excellence

By Erika Sweet, RN, MSN, NP, COHN-S

The 2018-2019 employee Influenza vaccination award for excellence has been awarded to Juvenile Court Health Services (JCHS). JCHS achieved an 86% employee vaccination rate and an overall compliance rate of 99.5%. The JCHS staff and leadership are to be commended for ensuring their youth patients and staff are healthy during the flu season, and their commitment to patient safety is demonstrated by these results. JCHS put into practice the LA County Health Officers’ and DHS’ recommendations that the single best method to protect oneself and others against the flu is to get vaccinated.

Dr. Hal Yee, DHS Chief Medical Officer presented Dr. David Oh, JCHS Interim Medical Director, Mary Logan, JCHS CNO and Elena Laurich, JCHS Administrator with a commemorative plaque in recognition of this achievement. Special thanks go to Theresa Velasco, RN from LAC+USC Employee Health Services who traveled to the majority of the 21 JCHS Halls and Camps to provide the vaccines and to Alma Belis, RN the JCHS QI/IC Manager who effectively performed the on-the ground tracking to ensure that all JCHS staff were counted.

The 2019-2020 flu season begins in a few months. Please support your DHS facility and keep your patients and co-workers safe through onsite planning and compliance efforts. Your facility could be the next recipient of the excellence award!



Alma Belis, Dr. David Oh, Dr. Hal Yee, Theresa Velasco, Erika Sweet



Juvenile Court Health Services Team

May is Skin Cancer Awareness Month

By Maggie Chow, MD, PhD and Stefani Takahashi, MD

The rate of skin cancer diagnosis is on the rise in the United States. The most common types of skin cancer include basal cell cancer, squamous cell cancer and melanoma. These cancers are thought to be due at least in part to ultraviolet (UV) exposure. Learn how to protect yourself from skin cancer with the following tips:

1. Use a physical broad spectrum sunscreen (titanium dioxide or zinc oxide) with SPF 30 or higher 30 minutes before going outside every day. Remember that UV rays can penetrate windows, so even when just driving you can have significant UV exposure. Reapply every 2 hours especially after swimming or excessive sweating.
2. Cover up with a hat, clothing and UV-blocking glasses.
3. Seek the shade, especially between 10 AM and 4 PM.
4. In addition to increasing the risk for skin cancer, tanning and UV tanning beds cause premature skin aging, including wrinkles and brown spots.

5. If you or a family member has had skin cancer in the past, you may be at higher risk for another skin cancer. We recommend full body skin examinations with dermatologists every 1-2 years.
6. Even if you have darker skin, it is possible to develop skin cancer, so it is essential to follow the preventive tips described above.

One of the most unique services provided by the Dermatology department at LAC+USC Medical Center for the treatment of skin cancer is Mohs surgery. Mohs surgery is a specialized type of skin-sparing surgery for skin cancer of sensitive areas such as the face. In addition, our department performs skin examinations for skin cancer, diagnoses skin cancer histologically through the dermatopathology service, and performs surgeries for the treatment of skin cancer. We often work closely with colleagues in plastic surgery, ophthalmology, otolaryngology, surgical oncology, radiation oncology and medical oncology to treat patients with more complex skin cancer.

Additional resources:

- <https://www.skincancer.org/skin-cancer-information>
- <https://www.aad.org/public/diseases/skin-cancer/what-is-mohs-surgery>



DHS SPOTLIGHT

Patient Family Advisory Councils

May 2019

Why are Patient Family Advisory Councils important?



In support of our work to successfully transform ourselves into a provider of choice and commitment to serve passionately so that our communities can flourish, DHS recognizes that Patient and Family Engaged Care (PFEC) is a national strategy for delivering better care and achieving better patient experiences. At its core it's care planned, delivered, managed, and continuously improved in active partnership with patients and their families (or care partners as defined by the patient) to ensure integration of their health and health care goals, preferences, and values. An important component of Patient and Family Engaged Care are Patient Family Advisory Councils (PFAC).

What are Patient Family Advisory Councils?

Patient Family Advisory Councils aim to provide our health system a sustainable structure to engage the patient family perspective in addressing strategic priorities. An anchor to PFACs is to invite patients and families to serve on councils as advisors to share their voice and perspective to better understand their experience with our services.



What is the impact?

The impact of working with patients and families as advisors is to bring the perspectives of patients and families directly into the planning, delivery, and evaluation of care. Patient and family advisors are individuals who have received care at our health system and can offer insights and input to help us provide care and services that are based on patient and family identified needs.



Where do we go from here?

In May 2019, 10-teams across our health system completed a 5-month gateways to PFAC learning collaborative offered by Patient Family Centered Care Partners. Through this learning collaborative the teams were led through an intentional process for establishing Patient Family Advisory Councils. The teams that completed the learning collaborative were represented from LAC+USC, Olive View, MLK, and 7 ACN Health Center Groups ranging from High Desert to Coastal. The teams are now in the process of actively recruiting and interviewing patients to help build up their Patient Family Advisory Councils.



The Rancho Los Amigos Patient Advisory Council and Harbor's Patient Family Advisory Council are prime examples of how these partnerships help improve our services, as both councils are influencing the improvement of care delivery in their communities.

Acknowledgments

Through the leadership and commitment of Miguel Renteria, DHS Performance Improvement and our partners from PFCC Partners, DHS has now established PFACs across our system. It takes hard work and commitment of establishing Patient Family Advisory Council so we want to recognize the leaders of the Gateway Collaborative groups: Lisa Cruz, Olive View-UCLA Medical Center, Thuy Banh, Coastal Health Center Group, Rochelle Conger, Martin Luther King Jr. Outpatient Center, Sherrie Borzaga, High Desert Health Center Group, Leslie Martinez, LAC+USC Medical Center, Marvin Nevens, South Los Angeles Health Center Group, Crystal Diaz, East Los Angeles Health Center Group, Armenui Telliyan, San Fernando Health Center Group, Jerri Flowers, Metro Los Angeles Health Center Group and Donovan Bradley, San Gabriel Valley Health Center Group. We also want to recognize everyone on the teams that participated in the learning collaborative, without you this great work would not have been possible.



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